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09/820,116 Grobler 1-11-33

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

Patent Application

Inventor(s): R. Grobler

Case No.: Grobler 1-11-33

Serial No.: 09/820,116

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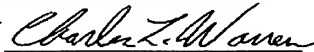
Examiner: Chad Zhong

Art Unit: 2152

FAX: 703-746-7239

Title: SCHEDULING OF CALLS WITH KNOWN HOLDING TIMES

I hereby certify that this correspondence is being facsimile  
transmitted to the United States Patent and Trademark Office  
on November 3, 2004.

  
Charles L. Warren

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SIR:

**Amendment Responding to First Office Action**

This communication is responsive to the non-final office action of August 6, 2004 that set  
a date for response by November 6, 2004.